



SATERN

System for Administration, Training, and Educational Resources for NASA

Notifications (B19)

*2007 SATERN Administrator Summit
Johnson Space Center – Houston, TX*

Nola Bland
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Session Objectives

- At the end of the session, participants will be able to:
 - Know the default notifications
 - Control how learners are informed
 - Understand delivery methods
 - Let notifications work for you

Agenda

- Introduction
- Default notifications
- Notification Assistant
- Understanding the Automatic Processes
- Demonstration
 - Editing notifications
 - Using notification assistant
- Summary



Introduction:

- SATERN has default notifications to send messages to learners, instructors, and supervisors informing them of learning activities including enrollments, placement on or removal from a waitlist, unenrollment, the cancellation of an offering, or a pending offering.
- Centers have the flexibility to edit notifications to meet center and customer needs



SATERN Notifications:

Notification messages:

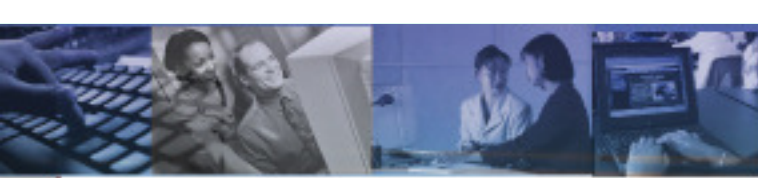
- Are system generated emails sent by email to users (learners, supervisors and/or instructors) of the LMS when a situation occurs that they need to be notified about.
 - Learners, for example, receive an email notification in a situation where they are enrolled into a scheduled offering.
 - Each notification consists of a recipient, a situation, and content: who receives the message, under what circumstances they receive it, and how it reads when they receive it.

Situations:

- Notifications can be sent for a broad range of situations. Users can receive notifications when background jobs have run, their passwords have expired, or they (or subordinates) have been withdrawn from a scheduled offering.

Check Your Status:

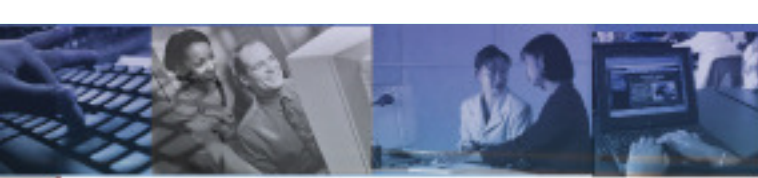
- You will receive e-mail notifications at each step in the approval chain. Be aware of the ongoing status of your request to ensure timely action.



Recipients:

Notifications are sent to email addresses. In some cases, the notification is sent to only one user. In other cases, they are sent to multiple recipients. In all cases, the recipient is from a group of users who need to know about the situation as defined at run time for the particular instance of the notification.

- **Learner** - The learner or learners who are being withdrawn from the current scheduled offering
- **Supervisor** - The supervisors of the learner or learners who are being withdrawn from the current scheduled offering
- **Instructor** - The instructor of the current scheduled offering that has learners being withdrawn
- **Other** - Anyone who is associated with the current scheduled offering but does not fit the other groups. This could be, for example, a contact at the facility where the scheduled offering is to take place or the administrator of a VLS server that serves the content.



Default Notifications:

- There are 6 default notifications in SATERN:
 - Registration Cancellation Notification
 - Registration Notification
 - Unregistered/Withdraw Notification
 - Waitlist Notification
 - Waitlist Removal Notification
 - Pending Registration Notification

Questions on Default Notifications



Notification Assistant

Scheduled Offering Notification Assistant

- Use the Scheduled Offering Notification Assistant to send email messages to Learners, Supervisors, Instructors and Others.

Scheduled Offering-Specific Notification

- A scheduled offering-specific notifications allows users to override any notification specifications made at a higher level, **but only for that specific scheduled offering.**




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Close Scheduled Offering
Cancel Scheduled Offering
Group Instances
Classes
Curriculum Scheduling

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Search

Search Results

Search Scheduled Offerings

Enter the ID or Description, select the type of search from the drop-down menu, and click "Search" to browse results. Enter an exact ID and select "Exact" from the drop-down menu to go directly to a record. The search is case sensitive by default. You can choose case insensitive search which applies to criteria typed in. Please note that a case insensitive search could take a long time.

Case sensitive search: ☐ Yes ☒ No

Offering Type: ☐ Item offering type ☐ Activity offering type ☒ Both

Scheduled Offering ID: Starts With

Item/Activity ID: Starts With

Description: Starts With

Start Date between: 8/8/2007
(MM/DD/YYYY)

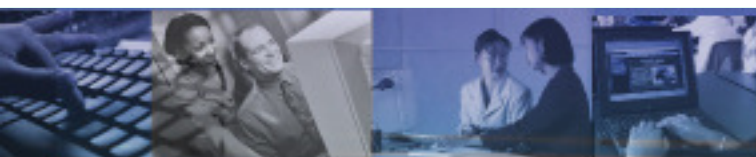
and:
(MM/DD/YYYY)

Status: ☒ Active ☐ Not Active ☐ Both

Domains: [Filter by criteria](#) or By ID GRC Starts With

Search **Reset**

Trusted sites



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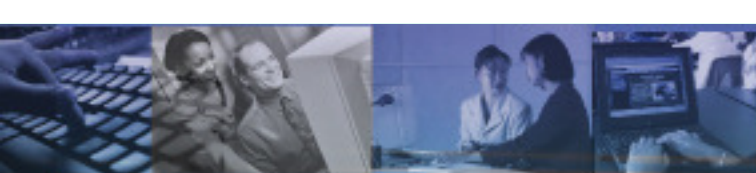
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> Search Results
Search **Grid View** Calendar View
View Scheduled Offering Results
Records per Page 10 Page: 1 2 3 4 5 «Previous | Next» Page 1 of 6. Go

Scheduled Offering ID	Item/Activity	Status	Start Date/Time	
13402	COURSE GRC-100289 (Rev 4/27/2006 12:00 AM EST)	18 of 20 enrolled, 0 waitlisted	8/8/2007 08:30 AM EST	View Edit Delete Copy
Influencing Change				
16507	COURSE GRC-4C0359 (Rev 7/28/2006 03:36 PM EST)	4 of 40 enrolled, 0 waitlisted	8/9/2007 08:30 AM EST	View Edit Delete Copy
TELLING YOUR CAREER STORY USING USAJOBS				
17537	COURSE GRC-ZIFM5010 (Rev 4/27/2006 12:00 AM EST)	1 of 15 enrolled, 0 waitlisted	8/10/2007 09:00 AM EST	View Edit Delete Copy
BUDGET REPORT PROCESSING IN SAP				
16427	COURSE GRC-100310 (Rev 2/5/2007 10:55 AM EST)	7 of 30 enrolled, 0 waitlisted	8/14/2007 08:30 AM EST	View Edit Delete Copy
CROSSING DEPARTMENT LINES				
17429	COURSE GRC-3J0142 (Rev 7/25/2007 11:22 AM EST)	7 of 15 enrolled, 0 waitlisted, 6 pending	8/14/2007 08:30 AM EST	View Edit Delete Copy
GROUNDING AND SHIELDING FOR EMC				
9453	COURSE GRC-4R1511 (Rev 1/3/2007 01:18 PM EST)	3 of 25 enrolled, 0 waitlisted	8/14/2007 09:00 AM EST	View Edit Delete Copy

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Scheduled Offerings

- Close Scheduled Offering
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- Group Instances
- Classes
- Curriculum Scheduling

Scheduled Offerings

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> [Search](#) > [Search Results](#) > [Edit Notifications](#)

Scheduled Offering ID: 13402

Item: COURSE **GRC-100289** (Rev 4/27/2006 12:00 AM EST)

Title: Influencing Change

[Standard Options](#)

Notifications	Cost Calculation	Cost Summary	Pricing	Catalog	Chargeback
Summary	Segments	Registration	Contacts	Materials	Custom Fields

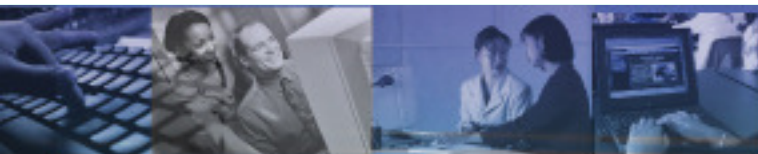
Edit the Scheduled Offering

Edit the Scheduled Offering Cancellation Notification for the Scheduled Offering

[Preview](#) [Apply Changes](#) [Reset](#)

Learner:	<input type="text" value="Registration Cancellation Notification"/>
Supervisor:	<input type="text" value="Supervisor Registration Cancellation Notification"/>
Instructor:	<input type="text" value="Instructor Registration Cancellation Notification"/>
Other:	<input type="text" value="Contact Registration Cancellation Notification"/>
Body:	<div>If you have any questions about the cancellation, please contact your training coordinator or training office.</div>





Sample Registration Cancellation Notification

Learner: Registration Cancellation Notification

Supervisor: Supervisor Registration Cancellation Notification

Instructor: Instructor Registration Cancellation Notification

Other: Contact Registration Cancellation Notification

Body:

<LOOP>

The following learners received this message<&ROLLUP_MESG>

</LOOP>

<LOOP>

<&ROLLUP_STUD_ID> - <&ROLLUP_STUD_NAME>

</LOOP>

This note confirms the cancellation of the following learning activity:

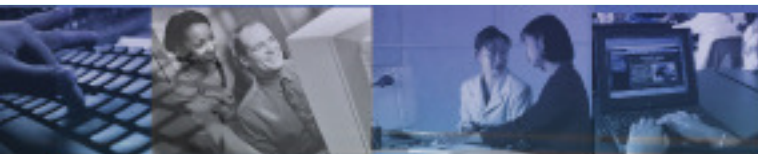
<&SCHD-ID>

<&SCHD-DESC>

The schedule is as follows:

<&SEG-GRID>

If you have any questions about the cancellation, please contact your training coordinator or training office.



Sample Registration Notification

Learner: Registration Notification
Supervisor: Supervisor Registration Notification
Instructor: Instructor Registration Notification
Other: Contact Registration Notification
Body: <LOOP>

The following learners received this message<&ROLLUP_MESG>

</LOOP>

<LOOP>

<&ROLLUP_STUD_ID> - <&ROLLUP_STUD_NAME>

</LOOP>

This note confirms your registration in the following learning activity:

<&SCHD-ID>

<&SCHD-DESC>

The schedule is as follows:

<&SEG-GRID>

<LOOP>

Approval Reason:<&APPROVAL_OR_DENIAL_REASON>

</LOOP>

EXTERNAL TRAINING EVENTS (1735) INFORMATION ONLY:

"Your request for training has been processed and approved by the NSSC. If this request was for non-academic training, the NSSC recommends that you contact the vendor two weeks before the start of your training to verify no changes have been made to the dates, times, or location of your class. This will also allow you to discuss local hotel, commuting, and parking options with the vendor.

If this request was for ACADEMIC training, you will need to print out a copy of the approved NF 1735 and submit it to the Registrar or Bursar when you register for your undergraduate or graduate class. The form serves as both an authorization and purchasing document and the academic institution will bill the NSSC for the cost of your tuition.

(To print your approved NF-1735, login to SATERN at <https://satern.nasa.gov>, and click Learning>External Training Requests. Click the Request ID to view the NF-1735, and click Printable Version to print the form).

If you have any problems during registration or attendance, please call the NSSC Contact Center at 1-877-NSSC123.



Sample Self-Withdraw Notification

Learner: Notification of Learner Self-Withdrawal from Scheduled Offering

Supervisor Supervisor Notification of Learner Self-Withdrawal from Scheduled Offering

Instructor: Instructor Notification of Learner Self-Withdrawal from Scheduled Offering

Other: Contact Notification of Learner Self-Withdrawal from Scheduled Offering

Body:

<LOOP>

This note confirms that the Learner **<&ROLLUP_STUD_NAME>** (**<&ROLLUP_STUD_ID>**) has withdrawn from the following learning activity:

</LOOP><LOOP>

This note confirms that the Learner **<&STUD-NAME>** (**<&STUD-ID>**) has withdrawn from the following learning activity:

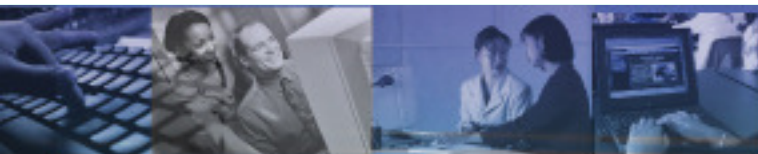
</LOOP>

<&SCHD-CPNT>

<&SCHD-DESC>

The schedule is as follows:

<&SEG-GRID>



Sample Unregister Notification

Learner: Unregister Notification

Supervisor Supervisor Unregister Notification

Instructor: Instructor Unregister Notification

Other: Scheduled Offering Contact Unregister Notification

Body: <<LOOP>

The following learners received this message<&ROLLUP_MESG>

</LOOP>

<LOOP>

<&ROLLUP_STUD_NAME>

</LOOP>

This note confirms that you have withdrawn from the following learning activity:

<&SCHD-ID>

<&SCHD-DESC>

The schedule is as follows:

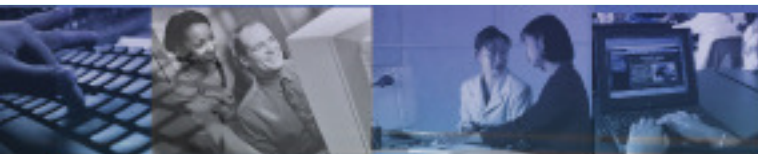
<&SEG-GRID>

<LOOP>

Denial Reason:<&APPROVAL_OR_DENIAL_REASON>

</LOOP>

If you have any questions, please contact your training coordinator or training office.



Sample Waitlisted Notification

Learner: Waitlisted Notification

Supervisor Supervisor Waitlisted Notification

Instructor: Instructor Waitlisted Notification

Other: Scheduled Offering Contact Waitlist Notification

Body:

<LOOP>
The following learners received this message<&ROLLUP_MESG>
</LOOP>
<LOOP>
<&ROLLUP_STUD_ID> - <&ROLLUP_STUD_NAME>
</LOOP>
You have been waitlisted in the following learning activity:
<&SCHD-ID>
<&SCHD-DESC>

The schedule is as follows:
<&SEG-GRID>

If you have any questions about the waitlist entry, please contact your training coordinator or training office.



Sample Waitlist Removal Notification

Learner: Waitlist Removal Notification

Supervisor Supervisor Waitlist Removal Notification

Instructor: Instructor Waitlist Removal Notification

Other: Scheduled Offering Contact Waitlist Removal Notification

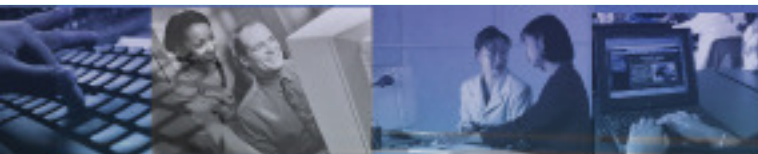
Body:

This note confirms your waitlist removal in the following learning activity:

<&SCHD-ID>

<&SCHD-DESC>

If you have any questions about the waitlist removal, please contact your training coordinator or training office.



Sample Pending Registration Notification

Learner: Pending Registration Notification

Supervisor Supervisor Pending Registration Notification

Instructor: Instructor Pending Registration Notification

Other: Schedule Contact Pending Registration Notification

Body: This note confirms your pending registration in the following learning activity:

<&SCHD-ID>

<&SCHD-DESC>

The schedule is as follows:

<&SEG-GRID>

If you have any questions about the registration, please contact your training coordinator or training office.

<LOOP>

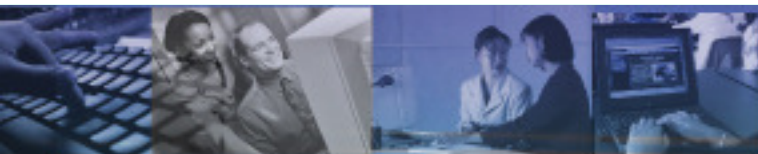
Supervisor should login into SATERN Learning and select Employee Approvals to approve or deny the registration for the specified learner. The selected learner will not be registered in this scheduled offering until you approve the request. To approve or deny the registration request, log into SATERN Learning and select Employee Approvals. From there, you can approve or deny the request. If this message was sent in error or you do not supervise the selected learner, please contact the SATERN System

Administrator.<&PENDING_MESG>

</LOOP>



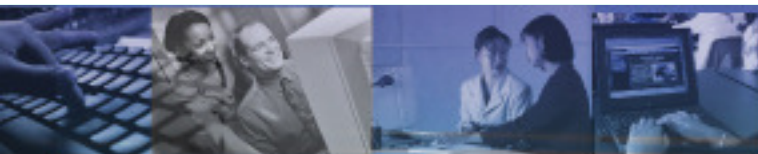
Questions on Notification Assistant



Automatic Processes Manager (APM)

Automatic processes that occur automatically, based upon the settings in the Automatic Processes

- **APM: Learning Plan Notification**
 - Notifies learners and/or supervisors based on the settings provided on the Learning Plan Notification settings. Learners can review and set the schedule for running the Learning Plan Notification APM.
- **APM: Item Scheduling Demand Notification**
 - Monitors requests for the selected item and alerts the administrator whose email address is specified of the status of the demand for item. The trigger is set off when the number of item requests reaches the minimum registration of the scheduled offering.
- **APM: Learning Expiration**
 - This process sends email notifications to learners and to their supervisors when learning needs are approaching their Required Dates (items) or Next Action Dates (curricula).
- **APM: Waitlist to Request List**
 - This process finds all schedule offerings that have begun (where the start date of the first segment is past) and creates requests for all of the learners that were waitlisted for those offerings but were not registered.
 - The process also sends email notifications to the learners informing them of the change in their status.



Automatic Processes Manager (APM)

Field and Control Descriptions:

- **Jobs can run hourly, daily, weekly, monthly** by selecting the appropriate radio buttons to determine how frequently the automatic process is run.
- **Time of Day:** The time of day at which the automatic process is run.
- **Time Zone:** Time zone the process runs in.
- **Last Execution:** The date and time the automatic process was last run.
- **Next Execution:** The next date and time at which the automatic process runs.
- **Email Address:** In addition to the normal recipients of notifications, an additional recipient can be specified, in the Email Address field, who receives a copy of the notification, and in certain processes comprehensive list of all learners or offerings that are affected.



Questions on Automatic Processes Manager



Summary

- SATERN has six default notifications to help keep your learners informed
- You can edit notifications to meet your customers needs
- APM helps control how notifications are delivered to learners
- Let the system work for YOU!



Questions?